Troubleshooting

Regarding:

1. **“System check Reset”**
2. **Hard Reset/Software download**
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4. **Freeze Frames**
5. **Sound Problems**
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If you are encountering problems with your Sky System first try the following;

1. System Check Reset;

- Isolate the power to your Sky Digibox by unplugging or switching off at the wall socket and ensure that there are no lights on the front of the box.
- Ensure that all the Sky and TV connections are seated securely and correctly, Pay particular attention to the 21 pin SCART lead or HDMI lead and the dish input connection(s) and if possible the dish output connection(s), it/they may be loose.
- Restore power to your Sky Digibox and leave it on standby (red light showing) **then wait for 5 minutes**. This time is required to allow the Sky Digibox to initialize.
- Switch your TV on to the correct channel. Press the “Sky” button on the remote control or the Standby button on your Sky Digibox.
- The red Standby light will turn to green on your Sky Digibox and a message “searching for listings” will appear on your screen.
- When completed successfully the Sky Welcome channel 998 will be displayed.

Every now and then your digibox needs to be reset. If the reset did not help, please repeat it and if the problem still persists, try a “**Hard Reset/Software Download”**

2. Hard Reset /Software download

- Switch off your digibox then pull the plug for power supply
- Find the button BACKUP at the front panel of the digibox, press it and **hold it pressed**
- With the button BACKUP still held pressed you replace the power plug
- **Hold** BACKUP pressed until you see all lights at the front panel of the digibox flash
- Release BACKUP and **wait 10 minutes**
- Your screen will read “Software Download”
- When this disappears from the TV screen **wait a further 5 minutes** then switch digibox on again

The digibox is now downloading the latest software version and should operate perfectly thereafter.

3. Full System Reset For HD and Sky Plus digiboxes;

Note; with this Reset you will lose all previous recordings!!

- On your remote control press “SERVICES”.
- Press button 4 (SYSTEM SETUP).
- Press button 0, then press button1, then press SELECT to show “INSTALLER SETUP”
- Press button 8 (Full System Reset) then “SELECT”, then wait for the process to be completed.
- **When the process has been completed wait for 5 minutes**. This time is required to allow the Sky Digibox to initialize.
- Switch your TV on to the correct channel. Press the “Sky” button on the remote control or the Standby button on your Sky Digibox.
- The red Standby light will turn to green on your Sky Digibox and a message “searching for listings” will appear on your screen.

When completed successfully the Sky Welcome channel 998 will be displayed.

4. Freeze Frames

If you encounter freeze frames on just a few channels and everything else is working fine, this is because the channels are on different broadcast units on the satellite called 'transponders'. Some transponders are adjusted to broadcast weaker than others. In order to receive channels from this transponder a bigger dish is required. The same goes when you get the message "no satellite signal is being received" on just a few channels while others work, especially BBC channels and ITV will give such a message if your dish is too small.

If you encounter freeze frames on all or most channels, your dish is either not aligned correctly or too small. Sometimes a **“Reset”** or **“Hard Reset/Software Download”** helps, but if they don't, it is the size or the alignment of the dish.

5. Sound Problems

If you encounter poor or no sound, please make sure that the scart lead is connected correctly. If you did not connect your TV to your Sky Digibox with a 21 pin scart but with a coax cable, you will not receive sound on your TV (unless it is a UK model or a model supporting UK sound norm). This is because the outlet is designed for the British sound system. You must either connect with a 21 pin scart lead or use the Hi-Fi chinch outlets of the digibox for the sound.

6. Queries and solutions

Q: “My Sky Digibox is stuck in standby”

- The Sky Digibox can be described as “**stuck in standby**” when the red light, on the front panel of your Digibox, is illuminated and you are unable to switch it on (green light illuminated).

- Try a “**System Check Reset**” explained above.

Q: I get the message "…call to upgrade on all channels"

- This indicates that your Viewing Card is currently switched off. Try the following first:

- A "**Hard Reset /Software download**" explained above.
  Failing that;

- This can also be caused because your Credit Card has expired or that it has been blocked by your Credit Card Company.

- If the Credit Card has not expired please first contact your Credit Card Company to have the card un-blocked. Then;

- Contact us quoting the error message you get on screen ("call to upgrade" etc)
- Provide viewing card no. serial no. and version number.
- Provide new Credit Card details (if necessary) VISA, MASTERCARD
- Confirm that your digibox is **switched on with the green light showing** otherwise the Sky Digibox will not be able to receive a signal to reactivate the viewing card.

Q: "My Sky HD or Sky Plus Digibox receives all of the channels we subscribed for but we cannot record or use live pause etc"

- Try a "**Full System Reset" For HD and Sky Plus digiboxes;** as explained above.

Note; with this Reset you will lose all previous recordings!!

Q: I get the message "no satellite signal is being received"

In 99% of all cases this is caused by your dish being too small or not aligned correctly. Especially if you get most channels just fine, while others (BBC, Disney, and ITV) give this message. These channels are broadcast from weaker transponders and need a bigger dish. If you think that it is not your dish, the cheapest would be to check with a friend who also has sky digital. Try your system at his place and/or vice versa. Of course, we can also do the testing for you. Contact us for that.

Q: I get the message "there is a problem with your Viewing Card"

This can have two reasons: either your Viewing Card is damaged, or the card reader of your digibox is faulty. From experience, it is most likely the card reader. Here is what you can do: take the Viewing Card out, turn it upside down and re-insert it. Remove and re-insert it a couple of times, thus cleaning the Viewing Card reader. If this helped, enjoy sky. If not, send an email.

Q: I've been on holiday and haven't used the digibox on for a substantial amount of time, and now I have lost all my channels - what can I do?

You must **leave the digibox on for at least 24 hours** for your channels to come through - when the digibox has been switched off, or not used, for more than 3 to 4 weeks it does not receive the monthly activation signal sent by Sky, hence the loss in channels. **NEVER** call any numbers displayed on the TV screen.

6. Adding other ITV1 regions

Only your default ITV1 region will be listed on Sky's EPG on channel 103. The region you receive is dictated by your postal code. To watch the other regions, you must add them all manually by doing the following:

1) Press Services on your Sky remote.
2) Press 4 - System Setup.
3) Press 4 - Add Channels.
4) Type in the correct frequency (ignore the decimal point), polarization, symbol rate and FEC and press; "Find channels".
5) To save, highlight the desired region(s), and press the yellow button.
6) Press Select on your remote, when complete.

ITV Regions;	**Freq**	**Polarization**	**Symbol R.**	**Fec**
- London – Granada – Anglia	10758	V	22.0	5/6
- Grampian – Scottish – Ulster	10906	V	22.0	5/6
- Yorkshire – Meridian – Border	10891	H	22.0	5/6
- Central – Wales – West – Border	10832	H	22.0	5/6
BBC Channels;	10773	H	22.0	5/6

Viewing other regions/channels; to view the other regions, do the following:

On your remote control;

1) Press "Services"
2) Press "Other Channels"
3) Scroll to preferred channel
4) Press "Select"